



UNITED STATES MARINE CORPS  
COMMANDING GENERAL  
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MARINE CORPS AIR GROUND COMBAT CENTER  
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CCO 1720.2B  
205  
3 Mar 97

COMBAT CENTER ORDER 1720.2B

From: Commanding General  
To: Distribution List

Subj: MARINE CORPS AIR GROUND COMBAT CENTER (MOAGOC) FAMILY SERVICE CENTER (FSC) PROGRAM

Ref: (a) MCO 1700.24A  
(b) CCO 1754.1  
(c) MCO 1754.3  
(d) MCO 1320.11E  
(e) MCO 1754.4  
(f) SECNAVINST 1754.2 (NOTAL)  
(g) CCO 1754.3  
(h) CCO 1752.1  
(i) MCO P5300.12A  
(j) SECNAVINST 5420.169H (NOTAL)

Report Required: Family Service Center Activity Report (Report Control Symbol MC-1740-02)

1. Purpose. To publish instructions pertaining to the administration of the MCAGCC Family Service Center (FSC), and to provide information to unit commanders concerning the availability and use of the services.

2. Cancellation. CCO 1720.2A.

3. Background

a. The combat readiness and effectiveness of Marines depend on a number of factors, including training, leadership, personal affairs, and morale. Satisfaction with the military lifestyle and family integration into the military affect morale, and thereby, retention of Marines. The Marine Corps FSC program was established in 1980 to assist commanders in meeting this challenge, and thereby with mission accomplishment.

b. More Marines are married now than ever before, and single parents and dual-service marriages number in the thousands. We now have more family members than active duty Marines. The FSC supports the commander in meeting the needs of family members, including active duty servicemembers, with programs designed to meet the changing composition of the Marine Corps "family."

4. Information

a. Mission

(1) The primary mission of the FSC is to support unit commanders by serving as a focal point for timely information, assistance, and professional service to military families. Existing military resources and adequate social service programs offered by federal, state, and local agencies will be utilized to the greatest extent possible, to avoid duplication of services.

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(2) Additionally, the FSC will:

(a) Establish and administer programs within the general categories of Information and Referral, Relocation Assistance, Transition Assistance, Family Member Employment Assistance, Retired Activities, Special Needs Families, Family Enrichment, and Personal and Financial counseling, in accordance with reference (a)

(b) Give assistance in establishing a unit Family Readiness Program as described in reference (b)

b. Eligibility. All FSC services will be available to all active duty personnel (of any service) and their family members. Reserve and retired servicemembers and their family members, and civilian employees of the Combat Center, may receive services on a space available basis, as time and primary responsibilities permit.

c. Functions. The FSC will provide the following services:

(1) Information/Referral

(a) This function is the focal point of the FSC. Its purpose is to provide assessment of customer needs, informational presentations on the services and capabilities of the FSC, and information/referral to established federal, state, and local agencies whose programs are available to assist servicemembers and families.

(b) The FSC will be actively involved in local programs that support military families (e.g. Armed Services YMCA). This involvement will include membership on various councils aboard MCAGC( which focus on family needs.

(2) Relocation Assistance. The Relocation Assistance Program (RAP), as outlined in reference (c), will be administered by the FSC Assistance available, provided to all inbound and outbound servicemembers, includes Welcome Aboard packets, Standard Installatic Topic Exchange Service (SITES) booklets, Marine Corps wide Welcome Aboard videos, orientation briefings, and hospitality kits for short duration loans to personnel that have not received their household goods. These services will serve as valuable tools for helping to reduce the various stressors experienced by servicemembers and families transferring to or from the Combat Center. The RAP will al~ give assistance with unit Personnel Sponsorship Programs as describec in reference (d), for the reception and processing of incoming personnel.

(3) Exceptional Family Member Program (EFMP) Coordination. The EFMP, as outlined in references (e) and (f), ensures that family members with special needs are NOT ordered to a duty station where those needs cannot be met. The FSC will provide program registratiol guidance, program education, and, within available resources, exceptional family member advocacy.

(4) Financial counseling. To the extent of available resources, the FSC will provide eligible customers and units with personal financial management education, assessment, and counseling referral to such appropriate agencies capable of providing financial crisis intervention or debt consolidation and repayment plans. Such agencies include the Navy/Marine Corps Relief Society, the American Red Cross, Credit Union, and others.

(5) Family Readiness Support. In accordance with reference (b), the FSC will assist unit commanders with formulating and executing their unit specific Family Readiness Programs and Key Volunteer Networks, through ad hoc and standardized briefings and presentations focused on preparation for and support to families during separations and unit deployments.

(6) Transition and Family Member Employment Assistance. The Career Resource Management Center (CRMC) within the FSC provides transition assistance to separating and retiring servicemembers and their families, in accordance with reference (g), and employment assistance to family members of eligible customers in accordance with reference (a). Assistance is provided through multiple workshops, presentations, and automated information systems managed by the CRMC, and through cooperation with federal, state, and local agencies both on and off Center.

(7) Personal Counseling. The FSC will provide personal, non-medical counseling for clients, within the guidelines of reference (a), with an emphasis towards identifying and clarifying the nature and extent of their problem(s), developing a comprehensive plan for solving the problem(s), and referring the client to appropriate military or civilian resources, both within and without the FSC. Non-medical counseling addresses conditions not "attributable to a mental disorder" as listed in the Diagnostic and Statistical Manual of Mental Disorders (DSM IV), and includes: adult antisocial behavior, child and adolescent antisocial behavior, academic and occupational problems, parent-child communications, marital problems, and parent education and support groups. The FSC will assist unit commanders by providing a single point of contact from whom professional assistance can be obtained.

(8) Family Advocacy Program. The Family Advocacy Program is administered at the FSC in accordance with reference (h). It provides education and prevention, assessment, intervention, and treatment of perpetrators and victims of domestic violence.

(9) Family Enrichment Programs. The Family Services Officer will identify, coordinate, and publicize available programs that can be used by military personnel to prepare them for family life/parenthood. Among these are the New Parent Support Program, provided by contract with San Diego Children's Hospital, and the Armed Services YMCA, a private organization aboard MCAGCC.

(10) Substance Abuse Counseling. The FSC supervises the administration of the Marine Corps Substance Abuse Program, in accordance with reference (i), by the Combined Drug and Alcohol Counseling Center. This facility provides assessments and/or referrals for various addictive disorders including alcoholism, drug abuse/addiction, gambling, and overeating.

(11) Retired Activities Office. Pursuant to reference (j), Retired Activities Office is established within the FSC. Staffed by volunteer retirees, this office provides information and referral services to the military retiree community of the local region with specific emphasis on the issues of retirees.

## 5. Action

### a. Commanding Officers will:

(1) Ensure that their personnel are fully informed of the services available at the FSC.

(2) Ensure that the FSC be mandatory on the check-in/out process for all servicemembers of their commands.

(3) Ensure maximum use of the FSC programs by all levels of their commands to minimize the stressors of the military lifestyle or their Marines, Sailors, and their families, and the attendant reduction in unit efficiency and combat readiness.

### b. Family Services Officer will:

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(1) Maintain, operate, and administer the FSC Program in accordance with the references.

(2) Plan and recommend policy regarding the FSC.

(3) Establish and implement an awareness/public relations program to support the FSC operation.

(4) Ensure that adequate information, assistance, and guidance are provided to commanders to assess family needs.

(5) Advise and assist unit commanders in family matters.

(6) Serve as the liaison between unit commanders, off center social agencies and those social services available on the Combat Center.

(7) Ensure that case files are maintained which contain those records which are needed for required reports. Individual case files will be considered confidential and only released if requested by proper authority or by expressed written permission of the individual.

(8) Serve as a member of the Family Advocacy Board.

(9) Compile statistical information on the activities at the FSC necessary to determine budget and program requirements.

6. Reports. The Family Service Center will be responsible for the Semiannual Report of Family Service Center Activities, due to CMC (MHF) 15 days after the reporting periods of 30 April and 30 October.

7. Summary of Revision. This Order contains major changes and should be reviewed in its entirety.

8. Applicability. This Order is applicable to all commands and organizations located aboard the Combat Center.

J. A. KEENAN  
Chief of Staff

DISTRIBUTION: A-1 (plus 5 FSC)